

Virginia Department of Labor and Industry 2001 Annual Report

C. Ray Davenport
Commissioner



Virginia Department of Labor and Industry

The Virginia Department of Labor and Industry (DOLI) is a diverse agency dedicated to serving the needs of the citizens of the Commonwealth by making Virginia a better and safer place to work. The department comprises Virginia Occupational Safety and Health (VOSH); State programs consisting of Labor Law Compliance, Apprenticeship and Boiler Safety Compliance; the Office of Legal Support and administrative functions. The operational units and three boards – the Virginia Safety and Health Codes Board, the Migrant and Seasonal Farmworkers Board, and the Virginia Apprenticeship Council – provide Virginians with a broad variety of services to employers and workers. These range from assisting companies in establishing apprenticeship and workplace safety and health programs to collecting unpaid wages for workers. In addition to central office headquarters located in Richmond, Virginia, customer assistance is provided at seven (7) regional and field office sites throughout the Commonwealth.

Virginia Occupational Safety and Health

The Virginia Occupational Safety and Health (VOSH) Program is administered under a State Plan approved by the Occupational Safety and Health Administration, U.S. Department of Labor. The program strives for a balanced and integrated approach to ensuring safe and healthful workplaces.

The VOSH Program includes five (5) operational elements: Occupational Safety Compliance; Occupational Health Compliance; Safety and Health Consultation Services; Voluntary Protection Programs; Asbestos and Lead Permitting and the National Emission Standard for Hazardous Air Pollutants (NESHAPs). Program operations are supported by the VOSH Planning and Evaluation, Research and Analysis and Legal Support divisions.

Under Virginia's State Plan, VOSH has jurisdiction over approximately 3.2 million employees in approximately 172,500 establishments in covered industries. The following chart indicates the makeup of these establishments.

Virginia Employment by Major SIC Division, 1st Quarter 2001			
SIC Division	SIC Codes	Number Employers	Number Covered Employees
Agriculture, Forestry & Fishing	01-09	3,213	26,691
Mining	10-14	0	0
Construction	15-17	20,322	206,995
Manufacturing	20-39	6,725	362,587
Transportation, Communication	41-49	7,957	183,556
Wholesale Trade	50-51	13,226	143,454
Retail Trade	52-59	35,223	607,509
Finance, Insurance, Real Estate	60-67	15,920	188,135
Services	70-89	62,915	1,024,714
Nonclassifiable	99	2,508	5,361
All Public Sector	Own 20+30	4,573	465,019
TOTALS:		172,582	3,214,021

According to the 2000 Workers' Compensation Statistical Report, the average cost per workers' compensation claim in Virginia was \$29,667. Based on the average costs per case, Virginia incurred an estimated total of \$1,340,948,400 in occupational injuries and illnesses involving time lost from work for 2000 and an estimated cost per work day of \$5.16 million.

VOSH will continue to use a broad range of strategic tools to achieve its mission of protecting and promoting the safety and health of Virginia workers. In addition to our traditional tools of compliance inspections, complaint investigations and voluntary consultation, VOSH will continue the Voluntary Protection Programs and safety and health partnership programs.

DIVISION OF OCCUPATIONAL SAFETY COMPLIANCE

The Division of Occupational Safety Compliance enforces the state laws and regulations that address the safety and health of workers employed in construction and general industry, both in the public and private sectors. The division's jurisdiction covers all commercial and industrial establishments as well as all construction, excavation and demolition work within the Commonwealth.

Primary responsibility of the division is to make scheduled inspections of the state's workplaces to ensure compliance with state safety standards and regulations. In addition, the division responds to complaints from employees and investigates accidents and fatalities. The division's total objective is to eliminate workplace hazards through inspection, abatement and enforcement.

"Focused" inspections in construction, which the agency began in 1995, continue to concentrate on the four major causes of injuries and fatalities in the construction industry. These are electrocutions, falls, being struck by something, or being caught in something (like a trench). General contractors that have a satisfactory safety and health program can qualify for a focused inspection and are allowed to fix other-than-serious violations without being issued citations. If worksites appear to be safe, the entire site does not have to be inspected. This speeds up the inspection, saves time for the employer and the inspector, and allows for more inspections. The program was continued in 2001.

The number of workplace fatalities investigated by VOSH decreased slightly in 2001. The agency continues to evaluate additional activities that could be targeted to further reduce workplace fatalities.

10 MOST FREQUENTLY CITED STANDARDS DURING CONSTRUCTION INSPECTIONS (1 JAN 2001 - 31 DEC 2001)

- | | |
|-----------------|---|
| 1. 1926.501(b) | Fall Protection—Unprotected sides & edges 6 ft. or more above a lower level |
| 2. 1926.100(a) | Personal Protective Equipment—No hard hat |
| 3. 1926.451(g) | Scaffolds—Fall protection above 10 ft. |
| 4. 1926.050(c) | Medical service and First Aid—in absence of an infirmary |
| 5. 1910.1200(e) | Hazard Communication—written hazcom program |
| 6. 1926.1053(b) | Ladder secure and rails extend three feet above landing |
| 7. 1910.1200(h) | Hazard Communication—Employee information and training |
| 8. 1926.451(e) | Manually Propelled Mobile Scaffolds—height to width ratio |
| 9. 1910.1200(g) | Hazard Communication—Material Safety Data Sheets |
| 10. 1926.451(b) | Scaffold Platform Construction—fully planked |

10 MOST FREQUENTLY CITED STANDARDS DURING GENERAL INDUSTRY INSPECTIONS (1 JAN 2001 - 31 DEC 2001)

1. 1910.147(c) Lockout/Tagout
2. 1910.157(g) Fire Extinguishers—training and education
3. 1910.305(g) Flexible cords and cables
4. 1910.1200(e) Hazard Communication—written hazcom program
5. 1910.305(b) Wiring Methods—cabinets, boxes, and fittings
6. 1910.037(q) Exit Marking
7. 1910.1200(f) Hazard Communication—labels and other forms of warning
8. 1910.1200(h) Hazard Communication—employee information and training
9. 1910.212(a) Machine Guarding
10. 1910.215(b) Guarding of Abrasive Wheel Machinery

MIGRANT AND SEASONAL FARMWORKERS BOARD AND INTERAGENCY MIGRANT WORKER POLICY COMMITTEE

Some 18,000 migrant and seasonal farmworkers help tend Virginia's crops annually, serving a critical role in the state's agricultural economy. Virginia has both a Governor's Migrant and Seasonal Farmworkers Advisory Board and an Inter-agency Migrant Worker Policy Committee. The board, which meets quarterly, is comprised of 15 representatives of grower communities; migrant and seasonal farmworkers; government, public and private agencies; interest groups and the Commissioner, as a non-voting member. The committee, which also meets on a quarterly basis, is comprised of representatives of 17 state agencies that serve farm-workers. The board's and committee's primary roles are reviewing, coordinating, and evaluating services and addressing issues regarding migrant and seasonal farmworkers in Virginia. The Virginia Department of Labor and Industry provides staff support to both the board and committee, with the Commissioner serving as Committee Chairman.

A biennial report detailing the board's activities is prepared and sent to the Governor and General Assembly. The Inter-agency Migrant Worker Policy Committee provides an annual report to the Governor and General Assembly.

DIVISION OF OCCUPATIONAL HEALTH COMPLIANCE

The Division of Occupational Health Compliance is responsible for workplace inspections in both the private and public sectors. To accomplish this task, the division enforces the state laws and regulations that address the safety and health of workers employed in construction and general industry. The division's overall objective is to eliminate safety and health workplace hazards through inspections, citations and abatement of hazards.

Industrial hygienists conduct workplace inspections to determine compliance with the health portions of the standards. Workplace inspections are generated through a general schedule scheme, employee complaints, accident, referral, fatality or catastrophe, or follow-up requirements.

On July 15, 1993, the U.S. Environmental Protection Agency delegated to DOLI the authority to implement and enforce provisions of the National Emission Standard for Hazardous Air Pollutants (NESHAPs) related to asbestos. The Division of Occupational Health Compliance also conducts inspections to determine conformity with the Commonwealth's Asbestos and Lead Licensing Law.

The following tables offer an analysis of the activities of occupational safety and health enforcement over the period of 1999 - 2001:

OCCUPATIONAL SAFETY AND HEALTH INSPECTIONS						
	1999		2000		2001	
	Safety	Health	Safety	Health	Safety	Health
Variance	0	0	0	0	0	0
Programmed Related	67	13	91	16	129	8
Records Only	0	0	0	0	4	3
Planned	1,200	307	1,294	258	1,106	364
Follow-Up	72	18	47	23	22	6
Complaints	128	178	163	234	184	184
Referrals	230	70	218	79	250	66
Accident/Fatality	41	4	54	1	54	3
Unprogrammed Related	222	40	154	50	193	51
Monitoring	5	9	5	9	3	2
Totals	1,965	639	2,026	670	1,945	687

PENALTIES ASSESSED (IN DOLLARS)						
	1999		2000		2001	
	Safety	Health	Safety	Health	Safety	Health
Penalties	\$4,084,044	\$945,693	\$3,877,560	\$1,230,775	\$3,023,822	\$538,036
Failure to Abate	\$138,600	\$3,000	\$1,005	\$44,000	\$0	\$0
Total Penalties	\$4,222,644	\$948,693	\$3,878,565	\$1,274,775	\$3,023,822	\$538,036

VIOLATIONS CITED						
	1999		2000		2001	
	Safety	Health	Safety	Health	Safety	Health
Serious	3,103	973	3,784	1,165	3,404	946
Willful	35	8	39	15	23	2
Repeat	106	17	142	10	126	10
Other	1,854	741	1,740	707	1,619	900
Total	5,098	1,739	5,705	1,897	5,172	1,858

OFFICE OF COOPERATIVE PROGRAMS

The Office of Cooperative Programs offers private and public sector employers free, professional consultation and training to assist employers and employees in eliminating workplace safety and health hazards. Other services include Virginia Voluntary Protection Program, Research and Analysis and communications.

CONSULTATION SERVICES

Consultation Services provides safety and health consultation to private and public sector employers with priority given to high hazard companies with 250 or fewer employees. Funded ninety percent (90%) by federal OSHA, eleven (11) consultants provided on-site safety and health services to 589 employers in the private sector. This program is available only to private sector employers. The public sector program is funded fifty percent (50%) by federal OSHA and provided on-site service to forty (49) employers. The following table outlines the program activities of Consultation Services and occupational safety and health training programs conducted for both private and public sector employers.

CONSULTATION SERVICES: PROGRAM ACTIVITIES			
	1999	2000	2001
Consultative Surveys (Private Sector)	782	767	668
Consultative Surveys (Public Sector)	54	40	49
Promotional Visits	75	85	64
Follow-Up Visits	15	5	16
Program Assistance Visits	22	37	23
Serious Hazards Abated	4,866	4,701	3,921
Serious Hazards Identified	4,874	4,717	3,997
Other-than-Serious Hazards	1,082	2,504	1,036
Total Hazards Identified	5,956	7,221	5,033

TRAINING PROGRAM ACTIVITIES			
	1999	2000	2001
Formal Training Sessions	64	71	33
Informal Training	780	810	699
Persons Trained	1,999	1,572	2,281
Employers Represented	854	593	841

VOLUNTARY PROTECTION PROGRAMS

The Virginia Voluntary Protection Program (VPP), designed to recognize and promote effective safety and health management, was continued in 2001. Six (6) companies applied for participation during 2001. Following intensive on-site evaluations by specially trained teams of DOLI safety and health professionals, these companies were approved as VPP Star worksites, making a total of sixteen (16) VPP Star worksites.

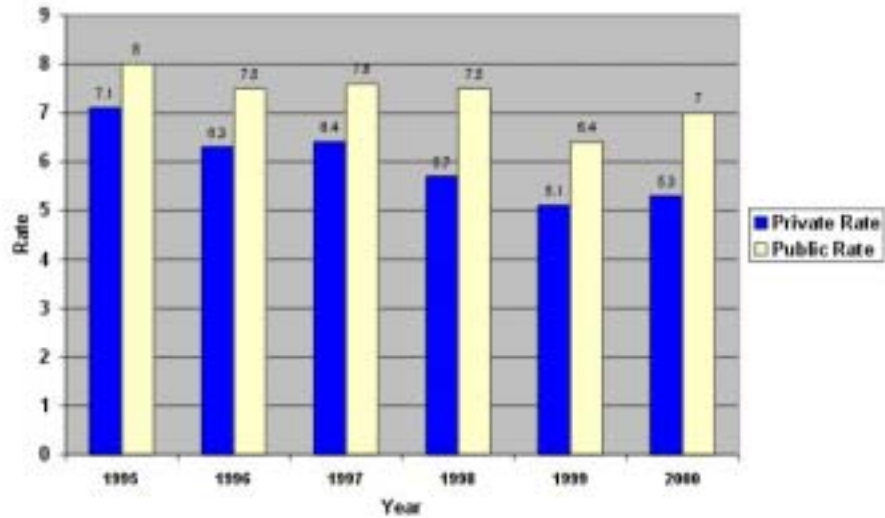
VPP has two (2) levels of participation, Star and Merit. VPP Star participants are a select group of worksites that have designed and implemented outstanding safety and health programs, including full and meaningful employee participation. VPP Merit participants have demonstrated the potential and willingness to achieve Star status and are implementing planned actions to fully meet Star requirements.

In 2001, thirty (30) businesses were recognized as participants in the Safety and Health Achievement Recognition Program (SHARP). Of these, five (5) companies achieved SHARP status for the first time and twenty-five (25) companies were recertified in the program. This program was developed to provide incentives and support to employers in smaller, high hazard businesses. The program works with employers and employees to develop, implement and continuously improve safety and health programs. The target companies are employers with 250 or fewer employees at a site and not more than 500 employees nationwide. The program encourages employers to use VOSH/federally funded consultation services to involve their employees in establishing fully effective safety and health programs. It provides public recognition for employers and employees who have worked together successfully to establish effective and exemplary safety and health programs and removes the company from general schedule compliance inspection lists.

RESEARCH AND ANALYSIS

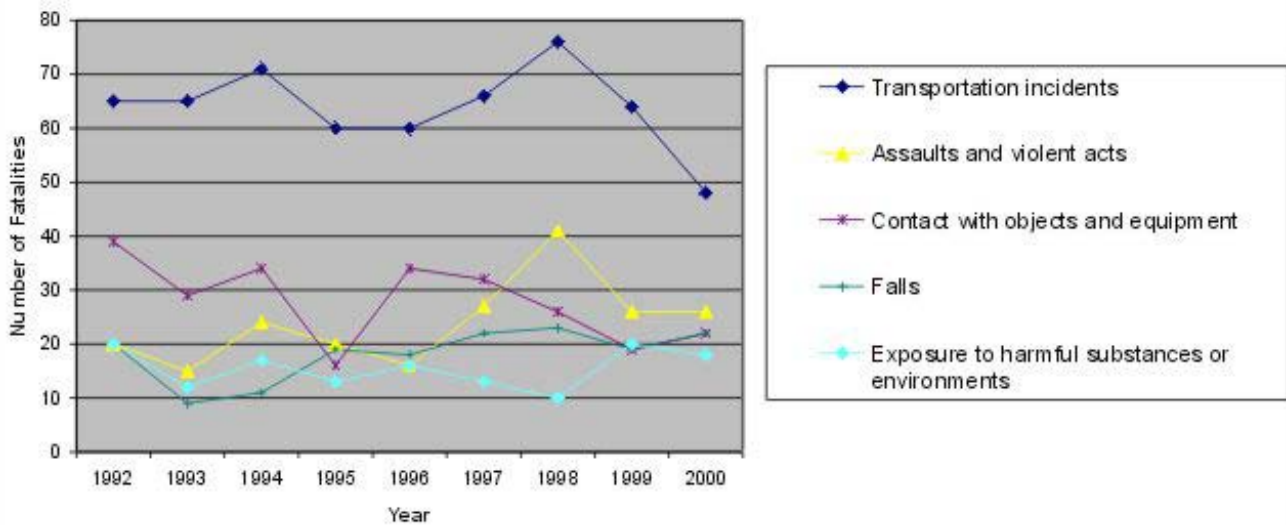
The Research and Analysis unit reported the results of the Annual Survey of Occupational Injuries and Illnesses for calendar year 2000. Conducted under a cooperative agreement with the U.S. Department of Labor, Bureau of Labor Statistics, the Annual Survey reports injury and illness rates by industry for Virginia and 54 other jurisdictions as well as for the nation. In 2000, the combined injury and illness rate for the Virginia private sector was 5.3 cases per 100 employees, halting a downward trend in reported rates, as the following chart illustrates. The public sector rate for injuries and illnesses was 7.0, with a state government rate of 6.3 and a local government rate of 7.4. The Annual Survey also provides information about the demographic characteristics of employees sustaining occupational injuries and illnesses and outlines the characteristics and causes of these incidents.

Virginia Private and Public Sector Rates, 1995-2000



The Census of Fatal Occupational Injuries (CFOI), also conducted cooperatively with the Bureau of Labor Statistics, provides information on all work-related fatalities for Virginia and for the nation. In 2000, Virginia counted 148 occupational fatalities occurring as a result of injuries sustained on the job. This figure is similar to the 154 fatalities reported in 1999. Information on each fatality must be confirmed by at least two (2) independent source documents. The CFOI includes all work-related fatalities, whether or not they are subject to OSHA law and standards.

Virginia Workplace Fatalities
By Event By Year



The purpose of collecting comprehensive detailed information on workplace injuries, illnesses and fatalities is to examine the conditions under which such incidents occur in order to promote programs which will address hazardous work practices.

Virginia also participated in the OSHA Data Collection Initiative funded by a grant from the Occupational Safety and Health Administration. Data on approximately 1,600 individual establishments in high-hazard industries was collected for the fifth consecutive year and provided to agency management for planning and enforcement purposes.

INJURY & ILLNESS REDUCTION AND PREVENTION PROGRAM FOR STATE AGENCIES

The Injury and Illness Reduction and Prevention Program was developed as a result of an Executive Order issued on January 14, 1999 to provide a safe and healthy work environment for state employees and to reduce the number, severity and costs of workplace injuries and illnesses. The mission of this program, which started in December 2000, is to plan, develop, coordinate and implement a statewide injury and illness reduction and prevention program. The following activities were accomplished in calendar year 2001.

- Responses by state agencies to Executive Order 52 were reviewed and prioritized.
- On-site safety and health consultation visits for program evaluations and assessments of hazards were conducted for nine (9) different agencies.
- Injury and illness records were evaluated for factors that contribute to workplace injuries and illnesses, and assistance was provided to develop strategies to eliminate or control these factors.
- The effectiveness of agencies' and institutions' safety and health programs and activities were evaluated during on-site visits to determine whether these would contribute to the achievement of program goals.
- Safety and health training programs, technical assistance and resource materials were provided to assist agencies in their efforts to improve safety.
- *A Guide to Developing a Workplace Injury and Illness Reduction and Prevention Program for State Agencies* was developed. It includes the following sample programs and tools.
 1. Written Safety and Health Program Guide
 2. Bloodborne Pathogens Program
 3. Bloodborne Pathogens Exposure Control Program
 4. Confined Space Entry Program
 5. Permit Confined Space Program
 6. Control of Hazardous Energy Sources and Electrical Hazards
 7. Hazardous Energy Control (Lockout/Tagout) Program
 8. Sample Written Lockout/Tagout Procedure – Heat & Power Plant
 9. Hazard Communication Program
 10. Hearing Conservation Program
 11. Safety & Health Compliance Checklist
 12. Matrix for General Industry Health & Safety Standards that Require Written Programs, Training and/or Inspections

COMMUNICATIONS

Information and communications services were provided to public and media customers throughout 2001. The agency issued news releases on injury, illness and fatality rates for Virginia, new Voluntary Protection Program and Safety and Health Achievement Recognition Program (SHARP) worksites, and various agency activities, and obtained Gubernatorial Certificates of Recognition for several events and observances. *Virginia Works*, the agency newsletter, was automated with quarterly editions placed on the Web site.

The agency sponsored its Sixth Annual Virginia Occupational Safety and Health Conference on June 27-29, 2001, in Portsmouth. The 2001 conference provided more than 375 participants opportunities to participate in workshops and hear presentations. Session topics included Occupational Noise, Safety and Health Resources and the Internet, Needle Stick Prevention, Confined Space, Job Safety Analysis and Self-Assessments, several driver safety issues, and construction safety issues. Thirty-four (34) exhibitors were on hand to display and demonstrate safety and health related products and services.

VOSH PLANNING AND EVALUATION

The VOSH Office of Planning and Evaluation (OPE) provides planning and procedural assistance to the occupational safety and health programs of the agency. Program evaluation efforts are in the planning stages and will be developed as resources permit. Among the responsibilities of OPE are:

- development and coordination of the strategic planning process for the occupational safety and health programs of the agency and, eventually, evaluations of VOSH program operations;
- development, coordination and issuance of plans, policies, procedures, program directives, operational manuals, regulations and other related documents;
- provision of staff support to the Safety and Health Codes Board, which is the regulatory rulemaking authority for Boiler and Pressure Vessel Safety and Occupational Safety and Health;
- coordination, analysis and development of proposed and finalized regulatory standards for consideration and adoption by the Safety and Health Codes Board; and
- function as liaison with federal OSHA for standards development and adoption, special emphasis programs and maintenance of the State Plan agreement for Occupational Safety and Health.

During 2001, OPE assisted the board in the approval of four (4) standards actions. At the June meeting of the board, the Cotton Dust Standard, 1910.1043, and the Bloodborne Pathogen Standard 1910.1030 were amended to mirror updated changes adopted by Federal OSHA. The board also continued its oversight of periodic reviews of existing regulations under its jurisdiction in accordance with Executive Order 25(98).

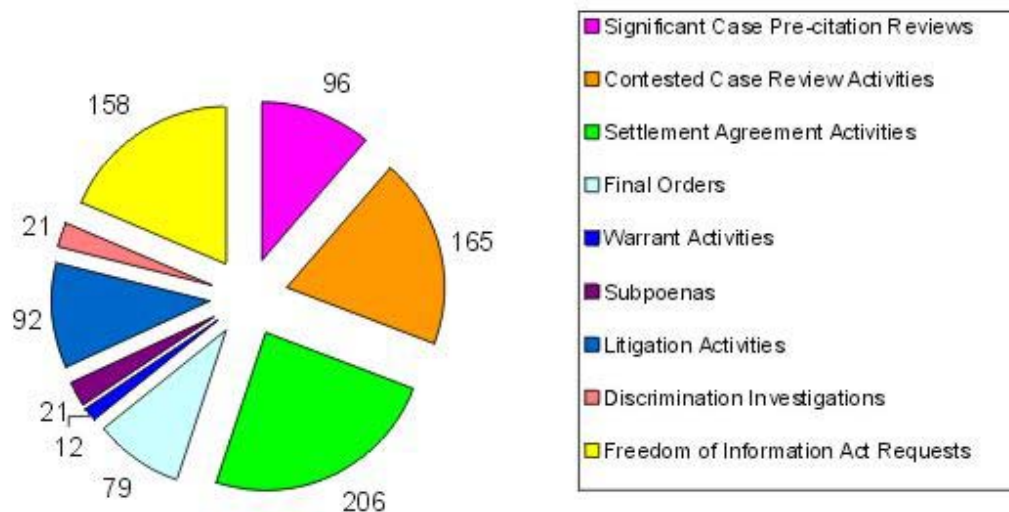
In October, the board adopted OSHA's complete revision of the Safety Standards for Steel Erection, 1926.750, et.al., but chose to retain VOSH's 10-foot rule for fall protection rather than the federal 15-foot limitation. Other actions included the adoption of OSHA's comprehensive revision to the 1904 standards regulating injury and illness recording and recordkeeping requirements.

OFFICE OF LEGAL SUPPORT

The Office of Legal Support (OLS) provides general legal and technical support to the Virginia Occupational Safety and Health (VOSH) Program and other programs in the agency, as needed. Among its responsibilities are:

- reviewing and processing VOSH and Boiler Safety contested cases, significant cases (e.g. pre-citation review of fatality and proposed willful citation cases), formal settlement agreements, administrative search warrant requests, and subpoenas for documents and testimony;
- litigating VOSH and Boiler Safety contested cases in Virginia Circuit Courts by serving as Special Assistant Commonwealth's Attorneys, or assisting Commonwealth's Attorneys in their prosecution of department cases;
- investigating complaints of discrimination from employees involved in protected activities under Virginia's Occupational Safety and Health laws, standards and regulations;
- processing requests for information under the Virginia Freedom of Information Act;
- evaluating and responding to Complaints Against State Plan Administration (CASPs); and
- assisting divisions in the development of policies and procedures, standards, and statutory changes.

OLS Activities



State Programs

State programs operated through the department include the Division of State Labor Law Compliance, Apprenticeship and Boiler Safety Compliance. These programs are operated entirely with State funds.

DIVISION OF STATE LABOR LAW COMPLIANCE

The division is responsible for administering and enforcing the laws of the Commonwealth that pertain to the state minimum wage, the payment of wages, garnishee rights, child labor, the right to work, wage discrimination based on sex, solicitation and certain other provisions of state law governing polygraph tests, medical examinations, employees being prevented from employment by others, employees' day of rest, and discharge for work-related injuries.

During 2001, there were 16,522 minors working under Labor Law Division Certificates, 15,916 with Employment Certificates, 42 with Age Certificates and 564 with Theatrical Permits. The division assists, instructs, supervises and provides supplies to over 1500 Issuing Officers throughout the State who are charged with the responsibility of issuing properly executed Employment Certificates to minors under 16 years of age.

Annually, the division responds to thousands of telephone calls from employees, employers and other interested persons requesting information and literature concerning these laws and related labor law concerns. In addition, the division is now handling hundreds of inquiries by way of e-mail.

COMPLAINT INVESTIGATION BY CLASSIFICATION	
Classification	2001
GRAND TOTAL	2970
Payment of Wages	2795
Child Labor Law	87
Virginia Minimum Wage Act	64
Other	11
Prohibition of Certain Questions on Polygraph Test	1
Prevention of Employment by Others of Former Employee	12

CHILD LABOR PENALTY ANALYSIS	
Classification	2001
Working Without an Employment Certificate	44
Failure to Keep Time Records	46
Working Illegal Hours	46
Employment of Children in Prohibited or Hazardous Occupations	13
Total Penalties	62
Total Penalty Amount	\$59,145

APPRENTICESHIP

The Virginia Apprenticeship Program had a productive year providing service to apprentices and sponsors. The year 2001 ended with more than 10,000 apprentices and approximately 2,000 sponsors registered, representing over 390 occupations.* During 2001, 3,675 new apprentices were registered and 1,611 apprentices completed their training.

The Apprenticeship staff consists of a Program Director and Assistant Director in the Richmond Program Office and ten (10) field representatives throughout the Commonwealth. The staff continues to work closely with other agencies involved in employee training and related services.

VIRGINIA APPRENTICESHIP COUNCIL

The Virginia Apprenticeship Council, appointed by the Governor, is composed of management and labor representatives familiar with apprenticeable occupations. The Commissioner of the Virginia Employment Commission and the Chancellor of the Virginia Community College System, or their designated representatives, and a local superintendent from a school division that provides apprenticeship related training are ex-officio members of the council with voting privileges. The Commissioner of Labor and Industry, with the advice and guidance of the council, is responsible for administering the provisions of the Voluntary Apprenticeship Act.

BOILER SAFETY COMPLIANCE

Boiler Safety Compliance enforces the provisions of the Boiler and Pressure Vessel Safety Act. The program's primary objective is to protect life and property through regular inspections of boiler and pressure vessel equipment and to ensure compliance with state laws and rules and regulations governing the construction, installation, operation, maintenance and repair of boilers and pressure vessels.

Boiler Safety is headed by a Chief Inspector, who holds a Certificate of Competency and a National Board of Boiler and Pressure Vessel Inspectors' Commission as a boiler inspector. The agency's boiler inspectors must also hold a board commission.

More than 68,073 inspections were made of boilers and pressure vessels in 2001. Inspections are accomplished by personnel from insurance companies registered in Virginia to write boiler and pressure vessel insurance, private contract fee inspectors, and owner/users who have successfully completed nationally recognized examinations administered through the Department of Labor and Industry.

* Decrease in number of registered apprentices reflects a change in military registration and completion procedures.

ACTIVITIES OF BOILER SAFETY			
	1999	2000	2001
Total Active Objects Registered	67,528	67,164	68,073
Certificates/Decals Issued	30,371	35,006	29,255
Violations Reported	302	278	358
Compliances	259	234	277
Quality Control Reviews	16	16	19
Nuclear Surveys	1	1	0
Special Inspections	2	0	0
Incidences	6	1	2
Injuries	9	7	2
Fatalities	2	0	0
Inspector's Examinations	3	2	1
Applicants Taking Exams	6	10	1
Applicants Passing Exams	4	9	1
Commissioned Inspectors	288	278	284

Administrative Functions

The administrative functions of the department include Information Technology, the Office of Administration and Human Resources.

INFORMATION TECHNOLOGY

In 2001, DOLI Information Technology (IT) focused its Enterprise Business Strategies on customer service. DOLI IT is continually seeking methods to improve service delivery and respond to the needs of a growing, diverse, and sophisticated population. Toward that end, DOLI IT completely redesigned its Web site in January 2001. All agency forms are available in interactive PDF format where applicable. All agency guidelines and procedures, useful to the Commonwealth customers DOLI serves, are available on the agency site. Mandates set forth in Executive Orders 51 and 65 have been met for this phase. One indication of the success of our new web page is that it consistently recorded nearly 6,000 hits on its home page since its launch in July 2001.

In the last quarter of calendar year 2001, the department web-enabled its Boiler application, allowing participating insurance companies and private inspectors to submit boiler inspection information over the web via a new system called Jurisdiction On-Line (JOL). In addition, DOLI is developing a web application, entitled e-Asbestos, that will allow contractors to obtain their Lead and Asbestos abatement permits online.

Program Applications: Five (5) Oracle databases on central office servers support four (4) agency programs and the agency's fiscal function. These programs are Apprenticeship, State Labor Law Compliance, Boiler Safety, VOSH and the Office of Administration's accounting division.

User Workstations: All seven (7) of DOLI's remote offices utilize Pentium 500 MHz personal computers for word processing and spreadsheet analysis, to access and maintain multiple program application databases, and to access the Internet. All agency computers run the Windows operating system. Thirty (30) notebook computers are also available to program personnel for field use. If funded, DOLI will place all equipment on a three-year refresh cycle.

Connectivity: Novell NetWare local area network (LAN) provides all offices with local communication, file sharing and printer sharing (Network Distributed Printing Services/NDPS) capabilities. DOLI is in the process of upgrading the agency headquarters to accommodate growing usage (i.e., an agency intranet and electronic forms).

A Novell NetWare wide area network enables statewide communication among all offices, along with Internet access for all agency employees. In the fall of 2001, the Lynchburg and Abingdon field offices were equipped with their own Novell server.

In December of 2001, the agency upgraded to Novell GroupWise 6 e-mail application. With integrated message, attachment and scheduling capability, GW-6 enables all agency users to electronically communicate information and transmit files between agency offices and outside the agency. DOLI users may access their e-mail from anywhere in the world with Internet access. The agency operates a firewall and is fully aware of its core responsibility to protect agency data.

E-Government: The agency's Web site may be found at <http://www.doli.state.va.us>. The web site complies with the Governor's Executive Orders and is deemed an indispensable extension of our branch offices and a way to leverage our human resources.

In February 2001, the agency took the proactive step of identifying agency wide development needs. Projects identified were given an e-score and prioritized based on payback to the agency. It identified fifty-three (53) potential development projects. Of those, eleven (11) received a score of zero (0), meaning there was little or no payback. Of the remaining forty-two (42), HR identified three (3) projects that are currently being developed by the State Department of Human Resource Management, thus IT will not resource those. Two projects were not feasible due to the large capital outlay that they would require (document imaging and video conferencing).

Since May 2001, IT has completed nine (9) of the remaining projects on the list. This is a multi-year effort intended to raise the agency profile via the Internet and more importantly, to enhance customer service by enabling our customers to get the data they need and to conduct transactions via the Internet. Among the nine (9) completed projects is e-Asbestos.

In addition to our web focus, DOLI IT has made many other changes. IT reorganized into three (3) operating units: State Systems, Federal Systems & Internet Operations and Technical Services. Also, IT was able to provide support and maintenance to existing production systems. For example, the total number of calls to our newly formed help desk was 426. All of those calls have been successfully closed. Since May of 2001, there have been forty-two (42) requests for changes to existing production systems or other system changes and moves. IT was able to accommodate each of those requests.

OFFICE OF ADMINISTRATION

The Division of Administration has three offices: Finance & Accounting, General & Technical Support, and Administrative Support. They are responsible for the following agency-wide functions: accounting, budgeting, financial management and compliance (including grants), records management, regulatory promulgation, legislative coordination, policy management, asset management, risk management, contract management, purchasing, facilities management, mail and copier support, and telecommunications.

The division's oversight of the agency operating budget (\$12.8 million for fiscal year/FY 2001) has been recognized at both state and federal levels. The State Auditor of Public Accounts issued an unqualified audit report for fiscal years 1999 and 2000, and the U.S. Department of Labor's annual program inspection cited the agency as "fully compliant with all grant requirements." The division also earned its renewal authorization from the State Comptroller to continue conducting self-audits of agency fiscal operations, with an "Exceptional" rating.

Additional significant 2001 achievements include:

- Fulfilled the agency's commitment to purchase from minority and women-owned businesses.
- Maintained agency decentralization procurement authority.
- Pilot agency for the State's new e-Virginia electronic procurement procedures.
- Met and exceeded the Virginia Prompt Payment Act's requirements for vendor payments. (30-day prompt pay requirement established at 95%; actual performance achieved: 99.9%.)
- Used the Regulatory Town Hall and Internet to provide more information, including interactive communication to citizens about regulatory issues.
- Reviewed "Public Participation Guidelines" regulations for the Apprenticeship Council, Safety and Health Codes Board and agency; and began process to amend regulations to enhance public participation opportunities during the regulatory process.
- In response to statewide productivity savings requirements, reduced the FY 2001 operating budget by 3%.
- In response to the statewide budget shortfall, reduced the FY 2001 operating budget by an additional 2% (Executive Management Savings).
- Reviewed contracts and leases (facilities/space, equipment, services) for cost avoidance possibilities, with renegotiations in process.
- Upgraded workplace security policies and put rigorous building access and security procedures in place.

HUMAN RESOURCES

During 2001, the Office of Human Resource Management processed sixteen (16) new hires, three (3) terminations, three (3) retirements, ten (10) promotions, one (1) transfer, ten (10) resignations, four (4) role changes, eight (8) in-band adjustments, one (1) demotion, four (4) new hourly and five (5) temporary service employees. One Career Fair was attended for recruitment purposes.

Under the Virginia Sickness and Disability Program, eighteen (18) short term disability claims were processed, sixteen (16) were completed and closed, and seven (7) workers' compensation claims were opened and six (6) were closed.

The week of May 8 through 12 was Public Employee Recognition Week. Some of the activities conducted included office-wide luncheons, popcorn day, free coffee and donuts, prizes and other similar functions.

The Human Resource Office again conducted the Commonwealth of Virginia Campaign. The Agency had 48% employee participation and received contributions totaling \$10,107.40.

During this year a new compensation and classification system was fully implemented under Comp Reform including the new performance evaluation system.

The Agency's EEO Advisory Committee held quarterly meetings.

The Human Resource staff conducted Health Benefits Training and arranged for training from Great West on Deferred Compensation.

Human Resource staff participated in the Statewide Department of Human Resource Management's Health Benefits Advisory Group, the Rewards and Recognition Task Force, and Workers' Compensation Focus Group. Staff also attended the Commonwealth of Virginia Human Resource Leadership Conference.

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